



Service Manager Bulletin

TITLE:

**Factory Scheduled Maintenance
MY2014, MY2015 and MY2016 vehicles (FSM)**

GROUP: 00	NO: 349	ISSUING DEPARTMENT: Warranty	CAR MARKET: Canada
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Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR
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“Right first time in Time”

NOTE: SPA vehicle operation numbers have been provided on the charts at the end of the bulletin. These ops are only applicable when submitting a claim on a SPA vehicle, currently only the 2016 XC90.

FACTORY SCHEDULED MAINTENANCE PROGRAM (FSM)

CUSTOMER OFFER

To further enhance the Volvo ownership experience, Volvo Car Canada Limited offered Factory Scheduled Maintenance (**FSM**) on certain MY14, 15 and 16 vehicles.

FSM is offered on certain MY2014, MY2015 and MY 2016 Volvo vehicles sold or leased in Canada. **FSM** is a **Canada specific** program and is valid only when services are performed at an **authorized Canadian Volvo Retailer** subject to all applicable exclusions or limitations.

Note: It is the servicing retailer’s responsibility to confirm vehicle eligibility for coverage and mileage limitations before any service is performed.

The warranty processing system will be used to reimburse retailers for claims submitted under **FSM**.

CUSTOMER RESPONSIBILITY

The vehicle mileage at time of service for each 16,000 km interval should not exceed +/- 2,400 kilometers of the stated service interval.

Volvo recommends that you bring your vehicle in for service at least once a year even if the vehicle mileage between services is less than 13,600 kilometers. Low mileage cars will be eligible if they are serviced within 2 months of their anniversary date.



Claim type: **FSM** coverage expires 2 years (24 months) from the vehicles original in service date or at 48,000 km (whichever occurs first).

The maintenance schedule intervals are based on normal driving conditions and operation. Should an owner request more frequent/additional maintenance services, the cost of these additional services is the responsibility of the owner.

RETAILER RESPONSIBILITY

It is the servicing retailer's responsibility to confirm vehicle eligibility for coverage and mileage limitations before any service is performed. Not all claim types listed in this bulletin are applicable to all vehicles.

The retailer must confirm the maintenance history on the vehicle to avoid duplication. This can be done by checking the *Warranty Vehicle Inquiry* screen, the vehicle claim history, vehicle service records, or the WARRANTY AND MAINTENANCE RECORDS INFORMATION booklet in the vehicle. After each service, the servicing retailer must complete and stamp the appropriate service interval section in the owner's WARRANTY AND MAINTENANCE RECORDS INFORMATION booklet.

The Warranty Vehicle Inquiry screen will identify vehicles eligible for this program with the following designation:

Message(s):

FSM0248: 24 mth / 48K km Scheduled Maint. only

Failure to properly verify a vehicle for each required service under the program by determining if the service interval is open will result in claim denial.

Note: Maintenance services under the **FSM** plan meet Volvo's recommended maintenance service requirements. Therefore, there should be no additional charges to the customer.

CLAIM REIMBURSEMENT & SUBMISSION PROCEDURES

Volvo Car Canada Limited will process claims for **FSM** through the Warranty Processing system. The LONG FORM application will be utilized for all claims. The applicable claim types and operations are provided below.

Claim Type FSM: Regularly scheduled service intervals from 16,000 - 48,000 kilometers within months 1-24.



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CLAIM SUBMISSION

Scheduled Services 16,000 – 48,000 kilometers

Long Form Claim

Claim type: **FSM**

Cause Code: 98

Symptom Code: 1C

Please make note that the claim type required for claim submission is FSM and not FSM0248.

Refer to attached charts for specific ops and parts for each service interval.

LABOR & PARTS REIMBURSEMENT RATES

The retailer's warranty labor rate, which is in effect on the date of the repair order, will be used to calculate labor reimbursement.

Parts reimbursement: Will be at the normal warranty rates (except for any expandable items) which are in effect on the date of the repair (no handling credit will apply).

Note: Not all claim types are applicable to all vehicles. It is imperative that the servicing retailer confirms vehicle eligibility and claim types applicable before performing any service or repairs.

FSM MODEL YEAR 2014 , 2015 & 2016 PARTS and MAINTENANCE SERVICE TIME INFORMATION LONG FORM CLAIM SUBMISSION

MAINT. SERVICE	PART #	QTY	PARTS INFORMATION	
			MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1	Refer	OIL FILTER
	31372212	1	to	OIL FILTER
	977751	1	VIDA	WASHER
	8889951	6 or 8		Castrol Synthetic Oil*
	8889952	6 or 8		Non-Castrol Synthetic Oil
	8888889	1		\$9 EXPENDABLES
*Only Castrol Oil program retailers can claim this part.				
16,000 km	LONG FORM SUBMISSION			
	CLAIM TYPE			FSM
	SYMPTOM CODE			1C
	CAUSE CODE			98
	OPERATION # Non SPA vehicles			17603
	OPERATION #'s SPA vehicles			17301
				17481
	Refer to VSTG for labor reimbursement			

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PARTS INFORMATION				
MAINT. SERVICE	PART #	QTY	MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1		OIL FILTER
	31372212	1		OIL FILTER
	977751	1		WASHER
	8889951	6 or 8		Castrol Synthetic Oil*
	8889952	6 or 8	Refer	Non-Castrol Synthetic Oil
	8888889	1	to	\$9 EXPENDABLES
	30630752	1	VIDA	Cabin Air Filter
	30630754	1		Cabin Air Filter
	30780376	1		Cabin Air Filter
	30780377	1		Cabin Air Filter
	31449209	1		Cabin Air Filter
	31390880	1		Cabin Air Filter
	31407747	1		Cabin Air Filter
	31407748	1		Cabin Air Filter
*Only Castrol Oil program retailers can claim this part .				
LONG FORM SUBMISSION				
	CLAIM TYPE			FSM
	SYMPTOM CODE			1C
	CAUSE CODE			98
	OPERATION # Non SPA vehicles			17607
	OPERATION #'s SPA vehicles			17301
				17302
				17432
				17481
Refer to VSTG for labor reimbursement				

32,000 km

PARTS INFORMATION				
MAINT. SERVICE	PART #	QTY	MODELS	DESCRIPTION
	1275810	1		OIL FILTER
	8692305	1		OIL FILTER
	30750013	1	Refer	OIL FILTER
	31372212	1	to	OIL FILTER
	977751	1	VIDA	WASHER
	8889951	6 or 8		Castrol Synthetic Oil*
	8889952	6 or 8		Non-Castrol Synthetic Oil
	8888889	1		\$9 EXPENDABLES
	30745344	1		Engine Air Filter (Engine code 90/93/A9)*
* Only Castrol Oil program retailers can claim this part.				
LONG FORM SUBMISSION				
	CLAIM TYPE			FSM
	SYMPTOM CODE			1C
	CAUSE CODE			98
	OPERATION # Non SPA vehicles			17612
	OPERATION #'s SPA vehicles			17301
				17435*
				17481
Refer to VSTG for labor reimbursement				

48,000 km